

**PURPOSE**

To establish the procedures for individuals to submit complaints regarding the Michigan Department of Health and Human Services (MDHHS) privacy policies and the failure to comply with such policies by the MDHHS's personnel.

**POLICY**

MDHHS will maintain a process for individuals to make complaints concerning MDHHS's policies and procedures. The department will receive, investigate, and resolve complaints made by individuals or their legally authorized representatives of alleged violations of the HIPAA privacy rule. Complaints will be made in writing and submitted to the MDHHS privacy officer or to Region V, Office of Civil Rights, U.S. Department of Health and Human Services. Documentation regarding complaints received and the resolution of such complaints will be retained, in written or electronic format, for at least 6 years.

**REFERENCES**

45 CFR §164.306, §164.310, §164.312, §164.504, §164.520, §164.524, §164.526, §164.530

**CONTACT**

For additional information concerning this policy, contact the MDHHS Bureau of Legal Affairs.